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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Ronald A. Katz	
Serial No.:	08/476,662	Examiner in Parent: T. Brown
Filed:	June 7, 1995	Art Unit: 2601
For:	TELEPHONIC-INTERFACE STATISTICAL ANALYSIS SYSTEM	
Docket No.:	9002-1B670USE (prev. 6646-101NF)	

A M E N D M E N T

707 Wilshire Blvd., 32nd Floor
Los Angeles, CA 90017
May 6, 1996

Assistant Commissioner
for Patents
Washington, DC 20231

Sir:

In response to the office action dated December 27, 1995, please amend the above-identified application as follows:

==========

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Assistant Commissioner for Patents, Washington, D. C. 20231.

Date: May 6, 1996

Reena Kuyper

Reena Kuyper

IN THE DRAWINGS:

In Figure 3, please replace "92" with --92A-- as shown in RED in the attached copy.

IN THE SPECIFICATION:

At page 1, line 8, update the status of the ultimate ancestor application to indicate that it is --,now abandoned--.

At page 4, line 21, delete "and", at line 23, and replace the "." with a --;--, and after line 23, insert the following text:

--FIGURE 9 is a block diagram illustrating components of the system as spaced apart geographically--.

At page 7, line 32, replace "know" with --known--.

At page 17, line 25, after "exit block," replace "92" with --92A--.

At page 25, line 3, before "coupling" insert --and--.

At page 41, after "interface 20" insert the missing mate for the parenthesis --)--.

IN THE CLAIMS:

Please cancel claim 36, without prejudice, and amend claims 29, 32, 35, 39, 40, 41, 43, 45, and 49 as follows:

~~29. (Amended) A process for controlling operations of an~~

interface with a communication facility, said process including the steps of:

providing products carrying participation numbers specifying limits on use to entitle individual callers to access operations of said interface with said communication facility;

coupling remote terminals to said interface for providing voice signals to said individual callers as to provide vocal operating instructions to said individual callers;

receiving digital identification data from said individual callers responsive to said voice signals including said participation numbers for said individual callers and answer data provided from said remote terminals under control of said individual callers;

qualifying said individual callers by testing to determine if said individual callers are entitled to access said operations of the interface based on said limits on use specified by said participation numbers for said individual callers and accordingly providing approval signals for qualified individual callers;

accessing a memory with said participation numbers for said individual callers and storing data relating to calls from said individual callers; and

processing at least certain of said answer data and said identification data responsive to said approval signals

to isolate a subset of individual callers.

32. (Amended) A process according to claim 29, wherein said communication facility automatically provides called terminal digital data (DNIS) to identify a specific format for executing operations of said interface.

~~35.~~ 7. (Amended) A process according to claim ~~34~~ 6, wherein said calling terminal digital data is tested to control access to said operations of the interface.

39. (Amended) An analysis control system according to claim 38, wherein said calling order sequence is indicative of caller transaction **[order]** data.

40. An analysis control system for use with a communication facility including remote terminals for individual callers, wherein each of said remote terminals may comprise a conventional telephone instrument including voice communication means, and digital input means in the form of an array of alphabetic numeric buttons for providing data, said analysis control system comprising:

an interface structure coupled to said communication facility to interface each of said remote terminals for voice and digital communication, and including means to provide caller data signals representative of data relating

to said individual callers developed by said remote terminals and including means to automatically receive calling terminal digital data from said communication facility;

voice generator structure coupled through said interface structure for actuating each of said remote terminals as to provide vocal operating instructions to each of said individual callers;

record structure, including memory and control means, connected to receive said caller data signals from said interface structure for accessing a file; and

designation structure coupled to said interface structure and said record structure for developing individual designations for said individual callers, indicative of caller significance in order to isolate a subset of said individual callers at calling remote terminals.

~~41. (Amended) An analysis system for use with a~~ communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice communication means, and digital input means in the form of an array of alphabetic numeric buttons for providing identification and answer data, said analysis system comprising:

interface means selectively coupled to said

communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signals values from data developed by said terminal apparatus;

voice generator means selectively coupled through said interface means to said terminal apparatus for providing vocal operating instructions to said individual callers;

designation means selectively coupled to said interface means for assigning individual designations to said individual callers; and

processing means for providing processing data, and storage means for **[registered]** registering said processing data, said processing means for isolating a subset of said individual callers based on repeated comparisons of said **[registered]** processing data **[and]** registered against said processing data including data associated with said individual callers.

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14 ~~43~~. (Amended) An analysis control system according to claim 12 ~~41~~, wherein said voice generator means is driven to prompt **[said]** certain select ones of said individual callers to provide telephone number data for storage.

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16 ~~45~~. (Amended) An analysis control system according to claim 12 ~~41~~, further comprising:

transfer means for transferring certain of calls from

said individual callers to a terminal attended by an operator.

20~~49~~. (Amended) An analysis control system according to claim 19~~18~~, wherein said repeated comparisons include processing of multiple personal identifying data including caller age data.

Please add the following new claims 50-175:

50. An analysis control system for use with a communication facility including remote terminals for individual callers, wherein each of said remote terminals may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data, said analysis control system comprising:

interface structure coupled to said communication facility to interface said terminals for voice and digital communication and including means to provide signals representative of data developed by said terminals and including means to automatically receive called number identification signals to identify one of a plurality of different called numbers;

voice generator structure coupled through said interface structure for actuating said terminals as to provide vocal operating instructions to specific ones of said individual callers;

record means, including memory and control means, connected to said interface structure for accessing a file and storing data relating to said individual callers;

designation means coupled to said interface structure and said record means for assigning individual designations to said individual callers and storing said designations in said record means as part of said data relating to said individual callers, said designation means including means for storing representations of a customer number and other data provided by a caller; and

encoding means coupled to said record means and said designation means for encoding at least certain of said data relating to said individual callers.

51. An analysis control system according to claim 50, wherein said other data provided by said caller includes caller PIN number data.

52. An analysis control system according to claim 51, wherein said other data further includes caller credit card data.

53. An analysis control system according to claim 52, wherein said other data further includes credit card expiration data.

54. An analysis control system according to claim 52, wherein said caller credit card data is verified to approve said caller.

55. An analysis control system according to claim 50, wherein said customer number data is tested to determine if said data indicates negative or cancelled status.

56. An analysis control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals may comprise a conventional telephone instrument including voice communication means, and digital input means in the form of an array of alphabetic numeric buttons for providing data, said analysis control system comprising:

interface structure coupled to said communication facility to interface said remote terminals for voice and digital communication, and including means to provide caller data signals representative of data relating to said individual callers developed by said remote terminals and including means to automatically receive called number identification signals (DNIS) to identify a select one of a plurality of different called numbers;

record structure, including memory and control means, connected to receive said caller data signals from said interface structure for accessing a file and storing certain

of said data developed by said remote terminals relating to certain select ones of said individual callers; and

qualification structure coupled to said record structure for qualifying said individual callers based on at least two forms of distinct identification including caller customer number data and at least one other distinct identification data element consisting of personal identification data provided by a respective one of said individual callers.

57. An analysis control system according to claim 56, wherein said caller data signals include signals indicative of caller credit card number data provided by said individual callers.

58. An analysis control system according to claim 57, wherein said caller data signals further include signals indicative of credit card expiration data.

59. An analysis control system according to claim 57, wherein said credit card number data is verified on-line.

60. An analysis control system according to claim 56, wherein said caller customer number data is tested to determine if caller status is unacceptable or cancelled.

32 27

~~61~~. An analysis control system according to claim ~~56~~, wherein said qualification structure qualifies said individual callers to provide access to at least a portion of said system.

Sub F6

~~62~~. An analysis control system according to claim 61, wherein said personal identification data is ~~PIN~~ number data.

Sub G11

~~63~~. An analysis control system according to ~~claim~~ 56, wherein at least one distinct identification is provided by said individual ~~callers~~ on-line and at least one of said two forms is stored in said record structure for subsequent use.

Sub F7

~~64~~. An analysis control system according to claim 56, wherein said access to at least a portion of said system is provided based upon a computer generated number identifying a previous transaction, said computer generated number indicative of caller transaction order data.

Dep't Cont'd

65. An analysis control system according to claim 56, wherein said caller customer number is calling number identification data automatically provided by said communication facility.

37 27

~~66~~. An analysis control system according to claim ~~56~~, wherein said qualification structure is further controlled by said record structure for testing at least certain of said caller

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data signals provided by said respective one of said individual callers to specify a consumable participation key for said respective one of said individual callers.

67. An analysis control system according to claim 66, wherein said consumable participation key is comprised of at least said two forms of distinct identification.

68. An analysis control system according to claim 67, wherein at least one of said at least two forms of distinct identification includes social security data.

69. An analysis control system according to claim 67, wherein at least one of said at least two forms of distinct identification includes caller PIN number data.

70. An analysis control system according to claim 67, wherein at least said one other of said distinct identification data comprises initials data.

71. An analysis control system according to claim 56, wherein said called number identification signals (DNIS) are received by one of a plurality of call distributors.

72. An analysis control system according to claim 71, wherein said plurality of call distributors are at different

geographic locations.

73. An analysis control system according to claim 71, wherein said plurality of call distributors are accessed under control of call allocation routing capability.

74. A system according to claim 56, wherein said select one of said different called numbers identifies a select format from a plurality of formats.

75. A system according to claim 74, wherein said select format is one form of a television initiated mail order format.

76. A system according to claim 74, wherein said select format is one form of a merchandising operation.

77. A system according to claim 76, wherein said one form of said merchandising operation further receives and stores at least a portion of calling number identification signals automatically provided by said communication facility.

78. An analysis control system according to claim 74, wherein an additional form of distinct identification is provided by said individual callers on-line and is stored for subsequent use.

79. An analysis control system according to claim 74, wherein at least one of either said caller customer number data or said personal identification data element is provided on-line for said callers and for storing said caller customer number data or said personal identification data in said record structure for subsequent use.

80. An analysis control system according to claim 56, wherein said certain of said callers at said remote terminals are switched to any one of a plurality of live operators.

81. An analysis control system according to claim 80, wherein said live operators can enter at least a portion of said caller data relating to said certain select ones of said individual callers through interface terminals.

SUBG14

82. A system according to claim 56, wherein said qualification structure further executes a test for unacceptable numbers based upon data developed by said remote terminals.

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83. An analysis control system according to claim 56, further comprising:

means for providing computer generated number data indicative of sequence data to said individual callers.

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84. An analysis control system according to claim 83,

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wherein said sequence data indicates caller transaction order data.

53. An analysis control system according to claim 51, wherein said personal identification data comprises caller social security number data.

54. An analysis control system according to claim 51, wherein said personal identification data comprises a PIN number.

55. An analysis control system according to claim 51, wherein said personal identification data comprises caller telephone number data.

88. An analysis control system according to claim 56, wherein at least one of said plurality of called numbers identifies a distinct operating process merchandising format for processing with customer's interactive order.

89. An analysis control system according to claim 88, wherein said qualification structure tests said individual callers credit.

90. An analysis control system according to claim 89, wherein said qualification structure testing for credit tests

said caller ~~customer number for unacceptable credit status~~.

~~91~~. An analysis control system according to claim 90, wherein said qualification structure testing for credit tests by scoring the instant transaction for credit approval.

~~92~~. An analysis control system according to claim ~~88~~, whereby said individual callers enter data indicative of the item for order.

~~93~~. An analysis control system according to claim ~~92~~, further comprising:

means for providing computer generated number data indicative of sequence data to said individual callers wherein said sequence data indicates caller transaction order data.

~~94~~. An analysis control system according to claim ~~93~~, wherein said personal identification data comprises social security number data.

~~95~~. An analysis control system according to claim 94, wherein said personal identification data comprises a PIN number.

~~96~~. An analysis control system according to claim 94,

wherein at least one of either said caller customer number data or said personal identification data element is provided on-line for said callers and for initially storing said caller customer number data or said personal identification data in said record structure for subsequent use.

97. An analysis control system for use with a communication facility including remote terminals for individual callers, wherein each of said remote terminals may comprise a conventional telephone instrument including voice communication means, and digital input means in the form of an array of alphabetic numeric buttons for providing data, said analysis control system comprising:

an interface structure coupled to said communication facility to interface said remote terminals for voice and digital communication, and including means to provide caller data signals representative of data relating to said individual callers developed by said remote terminals and including means to automatically receive called number identification signals (DNIS) to identify a select format from a plurality of formats;

voice generator structure coupled through said interface structure for actuating said remote terminals as to provide voice operating instructions to said individual callers;

record structure, including memory and control means,

connected to receive said caller data signals from said interface structure for accessing a file and storing digital caller data relating to said individual callers provided from said digital input means through said interface structure; and

qualification structure for testing caller data signals provided by at least one of said individual callers to specify a consumable participation key and further during a predetermined time for restricting the extent of access to at least a portion of said system by said one of said individual callers on the basis of entitlement.

~~98~~ 67. An analysis control system ~~according to claim 97~~, wherein said caller data ~~signals~~ compare a plurality of data elements ~~for~~ identifying a caller or a caller transaction or ~~both~~.

~~99~~ 68. An analysis control system according to claim ~~98~~ 66, wherein said consumable participation key is comprised of at least two forms of distinct identification.

~~100~~ 68. A process for controlling operations of the interface with a telephonic communication system including remote terminals for individual callers, wherein each of said remote terminals may comprise a conventional telephone instrument including voice communication means and digital input means in

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the form of an array of alphabetic numeric buttons for providing data and wherein said telephonic communication system has a capability to automatically provide call data signals, indicative of calling number identification data or called number identification data (DNIS) or both, said process including the steps of:

providing products carrying concealed participation numbers specifying limits on use to entitle individual callers to access said operations of the interface with said telephonic communication system;

receiving said call data signals indicative of called number identification data including a called number (DNIS) dialed by a respective one of said individual callers to select a specific operating format from a plurality of operating formats of said operations of the interface;

coupling said remote terminals to said interface for providing voice signals to said individual callers and generating said voice signals for actuating said remote terminals as to provide vocal operating instructions to specific ones of said individual callers;

receiving digital identification data from said individual callers responsive to said voice signals including said participation numbers for said individual callers and answer data developed by said remote terminals under control of said individual callers;

qualifying said individual callers by testing to

determine if said individual callers are entitled to access said operations of the interface based on said limits on use specified by said participation numbers for said individual callers and accordingly approving qualified individual callers;

conditionally accessing a memory with said participation numbers and storing data relating to calls from said individual callers;

processing at least certain of said answer data responsive to approving said qualified individual callers; and

providing on-going accounting data to said individual callers at intervals during calls from said individual callers.

69 68

~~101~~. A process according to claim ~~100~~, further including the step of:

updating said limits on use on-line.

~~102. A process according to claim 100, wherein said qualifying step limits access by said individual callers to a predetermined interval.~~

71 68

~~103~~. A process according to claim ~~100~~, wherein said processing step further includes:

processing at least certain of said answer data

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provided to questions with respect to a poll.

SUB F14

104. A process according to claim 103, ~~wherein said select format is~~ an automated promotional format associated with said select format.

73 72

~~105~~. A process according to claim ~~104~~, wherein said participation numbers are provided in the packaging of said products.

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~~106~~. A process according to claim ~~105~~, wherein said participation numbers are associated with an automated promotion of said products.

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~~107~~. A process according to claim ~~106~~, wherein said participation numbers are concealed within said products.

SUB F15

~~108~~. A process according to claim 100, further comprising the step of:

allocating calls from said individual callers to window callers.

~~109~~. A process for controlling operations of the interface with a telephonic communication system according to claim 100, further comprising the step of:

receiving said call data signals indicative of calling

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number identification data with respect to all or nearly all of said individual callers.

110. A process ~~according to claim 109, wherein at least a~~ part of said calling number identification data is utilized in said processing step.

111. A process for controlling operations of an interface with a telephonic communication system including remote terminals for individual callers, wherein each of said remote terminals may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said telephonic communication system has a capability to automatically provide call data signals indicative of calling number identification data or called number identification data (DNIS) or both, said process including the steps of:

providing products carrying concealed participation numbers specifying limits on use to entitle individual callers to access said operations of the interface with said telephonic communication system;

receiving said call data signals indicative of called number identification data including a called number (DNIS) dialed by individual callers to select a specific operating format from a plurality of operating formats of said operations of the interface;

coupling remote terminals to said interface for providing voice signals to said individual callers and generating said voice signals for actuating said remote terminals as to provide vocal operating instructions to specific ones of said individual callers;

receiving digital identification data from said individual callers responsive to said voice signals including said participation numbers and answer data provided from said remote terminals under control of said individual callers;

qualifying said individual callers by testing to determine if said individual callers are entitled to access said operations of the interface based on said limits on use specified by said participation numbers and accordingly approving qualified individual callers;

conditionally aborting interaction during said operations of the interface with an individual caller at a remote terminal and coupling said remote terminal to an interface terminal under predetermined conditions for direct personal communication;

accessing a memory with said participation numbers and storing data relating to calls from said individual callers; and

processing at least certain of said answer data responsive to approving said qualified callers.

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~~112~~. A process according to claim ~~111~~, further comprising the step of:

providing on-going accounting data to said individual callers at intervals during calls from said individual callers.

81 79

~~113~~. A process according to claim ~~111~~, further including the step of:

updating said limits on use on-line.

SUB F17

~~114~~. A process according to claim 111, ~~wherein said step~~ of receiving includes receiving ~~said~~ called number identification data to identify one ~~form~~ of an automated promotional format associated with said product as said specific operating format

83 79

~~115~~. A process according to claim ~~111~~, wherein said step of qualifying based upon said limits on use takes place on-line.

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~~116~~. A process according to claim ~~111~~, wherein said processing step further includes:

processing at least certain of said answer data provided to questions with respect to a poll.

85 79

~~117~~. A process according to claim ~~111~~, wherein said participation numbers are provided in the packaging of said

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products.

~~118~~ 86. A process according to claim ~~117~~ 85, wherein said participation numbers are associated with an automated promotion of said products.

~~119~~. A process for controlling operations of the interface with a telephone communication system, said process including the steps of:

providing products carrying participation numbers concealed within the packaging of said products, said participation numbers specifying limits on use to entitle individual callers to access said operations of the interface with said telephone communication system;

coupling remote terminals to said interface for providing voice signals to said individual callers and generating said voice signals for actuating said remote terminals as to provide vocal operating instructions to specific ones of said individual callers;

receiving digital identification data from said individual callers responsive to said voice signals including said participation numbers for said individual callers and answer data provided from said remote terminals under control of said individual callers;

qualifying said individual callers by testing to determine if said individual callers are entitled to access

said operations of the interface based on said limits on use specified by said participation numbers for said individual callers and accordingly approving qualified individual callers;

accessing a memory with said participation numbers for said individual callers and storing data relating to calls from said individual callers;

processing at least certain of said answer data responsive to approving said qualified callers;

receiving calling number identification signals from said communication facility for said individual callers and utilizing at least part of said calling number identification signals in said processing step.

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~~120~~. A process according to claim ~~119~~, 87 further including the step of:

updating said limits on use on-line.

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~~121~~. A process according to claim ~~119~~, 87 wherein said process is for automating a promotion.

Sub E 19
~~122~~. A process according to claim 119, ~~wherein said step of qualifying~~ based upon said limits on use takes place on-line.

91 A process
~~123~~. ~~An analysis control system~~ according to claim ~~119~~, 87

92

wherein said processing step further includes:

processing at least certain of said answer data provided to questions with respect to a poll.

92 A process 87
124. ~~An analysis control system~~ according to claim ~~119~~,
wherein said participation numbers are associated with an automated promotion of said products.

--125. An analysis control system for use with a communication facility including remote terminals for individual callers, wherein each of said remote terminals may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said communication facility has a capability to provide call data signals indicative of calling number identification data and called number identification data for at least certain of said individual callers, said analysis control system comprising:

interface structure coupled to said communication facility to interface each of said remote terminals for voice and digital communication, and including means to provide signals representative of data developed by said remote terminals and for receiving said calling number identification data and said called number identification data (DNIS) to identify one from a plurality of called numbers;

voice generator structure coupled through said interface structure for actuating said remote terminals as to provide vocal operating instructions to said individual callers;

record structure, including memory and control means, connected to said interface structure for accessing a file and storing data relating to certain select ones of said individual callers in accordance with said calling number identification data;

qualification structure controlled by said record structure for controlling access to said system by said individual callers; and

means for processing at least certain of said data developed by said terminals relating to certain select ones of said individual callers.--

--126. An analysis control system according to claim 125, further comprising:

call allocation routing capability to window individual callers.--

--127. An analysis control system according to claim 126, wherein said one called number corresponds to a select one of a plurality of formats.--

--128. An analysis control system for use with a

communication facility including remote terminals for individual callers, wherein each of said remote terminals may comprise a conventional telephone instrument including voice communication means, and digital input means in the form of an array of alphabetic numeric buttons for providing data, said analysis control system comprising:

an interface structure coupled to said communication facility to interface said remote terminals for voice and digital communication, and including means to receive answer data signals provided by said individual callers from said remote terminals wherein said communication facility automatically provides called number identification data signals indicating a called number (DNIS) dialed by an individual caller and said called number (DNIS) is one of a plurality of called numbers;

voice generator structure coupled through said interface structure for actuating said remote terminals as to provide vocal operating instructions to said individual callers;

record structure including memory and control means for storing answer data signals and for receiving identification data signals for specific individual callers, said record structure further including means for receiving additional identification data signals on-line for said specific individual callers and for storing said additional identification data signals in said record structure for

subsequent identification of said callers; and

means for processing at least certain of said answer data signals relating to select ones of said callers.--

--129. An analysis control system according to claim 128, wherein calling number identification signals automatically provided by said communication facility are received and processed by said system.

--130. An analysis control system according to claim 128, wherein said identification data comprises caller customer number data.--

--131. An analysis control system according to claim 130, wherein said additional identification data comprises at least one of caller PIN number data, caller initials data or caller telephone number data.--

--132. An analysis control system according to claim 130, wherein said caller customer number data comprises calling number identification data automatically provided by said communication facility.

--133. An analysis control system, according to claim 128, wherein said identification data signals include data indicative of caller customer number data and additional data indicative of

caller social security number data.--

--134. An analysis control system, according to claim 133, wherein said additional identification signals are indicative of caller PIN number data.--

--135. An analysis control system according to claim 133, further comprising:

call allocation routing capability to window individual callers.--

--136. A system according to claim 128, further comprising:

means for providing computer generated number data indicative of caller transaction sequence data and storing said computer generated number data in said record structure.--

--137. A system according to claim 136, wherein said computer generated number data are provided in a chronological order to said individual callers during a data acquisition phase.--

--138. A system according to claim 128, wherein said plurality of called numbers identify a plurality of distinct operating formats.--

~~--139. A system according to claim 138, further comprising:~~

qualification structure to test callers on the basis of limits specified on use.--

--140. A system according to claim 138, wherein a select one of said plurality of formats is an automated ordering format.--

--141. An analysis control system for use with a communication facility including remote terminals for individual callers, wherein each of said remote terminals may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data, said analysis control system comprising:

interface structure coupled to said communication facility to interface said terminals for voice and digital communication and including means to provide signals representative of data developed by said terminals;

voice generator structure selectively coupled through said interface structure to said terminals for providing vocal operating instructions to individual ones of said callers;

record memory connected to said interface structure for accessing a file and storing data relating to certain select ones of said individual callers including voice data and

digital data developed by said terminals;

structure selectively coupled to said interface structure and said record memory for providing computer generated numbers to said individual callers and storing said computer generated numbers in said record memory; and

analysis structure connected to said record memory for processing at least certain of said data relating to certain select ones of said individual callers to isolate a subset of said callers; and

means to control processing formats of said analysis structure in accordance with signals automatically provided by said communication facility indicative of one of a plurality of called numbers (DNIS).--

--142. An analysis control system according to claim 141, wherein said signals representative of data include credit card number data.--

--143. An analysis control system according to 142, wherein said credit card number data is verified.--

--144. An analysis control system according to claim 141, wherein one of said plurality of called numbers is a pay to dial number.--

--145. A control system according to claim 141, wherein

said one of a plurality of called numbers (DNIS) identifies a select format from a plurality of operating formats.--

--146. A control system according to claim 145, wherein one form of said select format polls certain callers for personal information data.--

--147. A control system according to claim 146, wherein said personal information data includes physical characteristic data.--

--148. A control system according to claim 147, wherein said physical characteristic data includes age data.--

--149. An analysis control system for use with a communication facility including remote terminals for individual callers, wherein each of said remote terminals may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said communication facility has a capability to provide calling number identification data, said analysis control system comprising:

multiple automatic call distributors at geographically distinct locations for receiving calls from individual callers at said remote terminals;

interface structure coupled to said communication

facility to interface said remote terminals for voice and digital communication and including means to receive caller data signals representative of data relating to said individual callers, including caller personal identification data and said calling number identification data provided automatically by said communication facility;

voice generator structure coupled through said interface structure for actuating said remote terminals as to provide vocal operating instructions to said individual callers and to prompt said individual callers to enter data;

record testing structure connected to receive and test said caller data signals including said calling number identification data and said caller personal identification data against previously stored calling number identification and caller personal identification data; and

analysis structure for receiving and processing said caller data signals under control of said record testing structure.--

--150. An analysis control system according to claim 149, further comprising:

call allocation routing capability to window individual callers.--

--151. A process for controlling operations of an interface with a telephonic communication system including remote terminals

for individual callers, wherein each of said remote terminals may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said telephonic communication system has a capability to automatically provide call data signals indicative of calling number identification data or called number identification data (DNIS) or both, said process including the steps of:

providing products carrying participation numbers concealed within said products specifying limits on use relating to a dollar amount to entitle individual callers to access said interface with said telephonic communication system;

receiving said call data signals indicative of called number identification data including a called number (DNIS) dialed by individual callers to select a specific operating format from a plurality of operating formats of said interface wherein at least one of said plurality of operating formats includes an automated promotional format for promoting said products;

coupling remote terminals to said interface for providing voice signals to said individual callers and generating said voice signals for actuating said remote terminals as to provide vocal operating instructions to specific ones of said individual callers;

receiving digital identification data from said

individual callers responsive to said voice signals including said participation numbers and answer data provided from said remote terminals under control of said individual callers;

qualifying said individual callers by testing to determine if said individual callers are entitled to access said interface based on said limits on use specified by said participation numbers and accordingly approving qualified individual callers;

accessing a memory with said participation numbers and storing data relating to calls from said individual callers;

processing at least certain of said answer data responsive to approving said qualified callers; and

providing on-going accounting data to said individual callers, said on-going accounting data for at least one of said intervals is determined at least in part by said answer data provided by an individual caller during a call and during at least one of said intervals includes real time data provided to an individual caller on-line.--

--152. A process according to claim 151, further including a step of aborting interaction between said telephonic communication system and an individual caller at a remote terminal during the operations of the interface and coupling said remote terminal to an interface terminal for direct personal communication.--

--153. A process according to claim 152, further comprising the step of:

providing prompts to said interface terminal during direct personal communication with data relating to calls from said individual callers.

154. A process in accordance with claim 152, wherein said step of aborting interaction is controlled by the success of said individual caller in accessing said memory.

155. A process according to claim 151, further including a step of limiting access by a caller to said memory under control of a clock.

--156. A process according to claim 151, wherein said qualifying step limits access by said individual callers to a predetermined interval.--

157. A process according to claim 151, wherein said receiving step further includes:

receiving calling number identification data.

158. A process according to claim 157, wherein said processing step further includes processing of at least certain of said calling number identification data.

--159. An analysis control system for use with a communication facility including remote terminals for individual callers, wherein each of said remote terminals may comprise a conventional telephone instrument including voice communication means, and digital input means in the form of an array of alphabetic numeric buttons for providing data, said analysis control system comprising:

an interface structure coupled to said communication facility to interface said remote terminals for voice and digital communication, and including means to provide caller data signals representative of data relating to said individual callers developed by said remote terminals;

voice generator structure coupled through said interface structure for actuating said remote terminals as to provide vocal operating instructions to said individual callers;

record structure, including memory and control means, connected to receive said caller data signals from said interface structure for accessing a file relating to said individual callers including said individual callers' credit card numbers provided from said digital input means through said interface structure;

credit verification structure to verify on-line said credit card numbers wherein said structure at least verifies said individual callers credit card number has not been cancelled; and

qualification structure controlled by said record structure for testing caller data signals provided by said individual callers to specify consumable participation keys for restricting the extent of access to at least a part of said system by said individual callers on the basis of entitlement.--

--160. An analysis control system according to claim 159, wherein callers are prompted to provide certain of said caller data signals to identify said individual callers.--

127 125
~~161~~. An analysis control system according to claim ~~159~~, wherein said caller data signals are indicative of initials of name or names.

128 125
~~162~~. An analysis control system according to claim ~~159~~, wherein said caller data signals are indicative of caller social security number data.

129 125
~~163~~. An analysis control system according to claim ~~159~~, wherein said caller data signals are indicative of caller PIN data.

~~164~~. An analysis control system according to claim 159, wherein said caller data signals are indicative of caller telephone number data.

131 130

~~165~~. An analysis control system according to claim ~~164~~, wherein said caller data signals further are indicative of caller social security number data.

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~~166~~. An analysis control system according to claim 159, wherein said qualification structure restricts said extent of access by each of said individual callers to a single use entitlement.

133 125

~~167~~. An analysis control system according to claim ~~159~~, wherein said qualification structure restricts said extent of access to a limited number of uses.

134 125

~~168~~. An analysis control system according to claim ~~159~~, wherein said interface structure includes means to receive ~~identify~~ one called number from a plurality of called numbers (DNIS).

DNIS cont'd

135 134

~~169~~. An analysis control system according to claim ~~168~~, wherein said called number identifies ~~interface structure includes means to identify~~ one of a plurality of formats.

136 125

~~170~~. An analysis control system according to claim ~~159~~, further comprising:

structure to receive calling number identification data.

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137 136

171. An analysis control system according to claim 170, wherein said record structure stores said calling number identification data at least in part.

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--172. An analysis control system according to claim 170, further comprising:

processing structure to process at least certain of said calling identification data.--

D9 Cont

--173. An analysis control system according to claim 159, wherein certain of said caller provided caller data signals are stored in said record structure.--

140 125

174. An analysis control system according to claim 159, wherein said qualification structure restricts said extent of access by each of said individual callers to a single use entitlement.

REMARKS

This amendment is in response to the office action dated December 27, 1995. The Examiner's acknowledgement of patentable subject matter as indicated in the office action is appreciated.

Paragraph 1 of the office action indicates that the drawings are objectionable. In Figure 3 of the drawings, duplicate use of reference numeral "92" for designating the block captioned "EXIT"

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"processing data" is resolved. Claim 43 is amended to recite "certain select ones of said individual callers," thereby eliminating the requirement for antecedent basis.

Paragraph 7 of the office action objects to claim 36 for inconsistent use of terminology. Any occurrence of the terminology "telephone" is replaced with --telephonic--. The same paragraph also rejects claim 45 for being objectionably misdescriptive. Claim 45 is amended to recite --calls from--callers.

Paragraph 9 of the office action rejects claim 36 under the judicially created doctrine of obviousness-type double patenting as being unpatentable over claim 38 of U.S. Patent No. 4,845,739. Claim 36 is cancelled. As the obviousness-type double patenting rejection was only directed to claim 36, which is cancelled, a terminal disclaimer is not submitted at this time. In the event the Examiner requires one for the other claims, it is requested that he apprise the undersigned either by telephone or in a subsequent communication.

In paragraph 10 of the office action, the Examiner requested Applicant to submit a copy of the Forms PTO-1449 that were submitted and considered in Applicant's parent application Serial No. 08/139,307. Copies of those forms are concurrently provided with this amendment.

By this amendment, claims 50-174 are provided for the Examiner's consideration. The majority of the new claims are dependent claims transferred from the immediately preceding

has been deleted and replaced with reference numeral --92A--. A copy of the drawing Figure 3, indicating this change is RED is attached for the Examiner's convenience. The specification is also amended to reflect the same change.

Paragraph 2 of the office action objects to the disclosure for informalities. By the amendments to the specification requested above, the introductory cross-reference to related applications is updated to reflect the abandoned status of the ultimate ancestor application. The brief description of the drawings has been amended to cite and describe Figure 9 of the drawings. The misspelling at page 7, line 32, of the word "known" has been corrected. The first sentence of page 25 of the specification has been clarified. The closing mate to the opening parenthesis at page 41, line 34, has been inserted.

Paragraphs 4 and 5 of the office action object to the specification and claim 40, under 35 U.S.C. 112, first paragraph, on the basis that the specification does not support the last two lines of claim 40. Those lines are now amended to recite --said individual callers at-- calling remote terminals.

Paragraph 6 of the office action rejects claims 32 and 41-49 under 35 U.S.C. 112, second paragraph. Claim 32 is amended to recite --operations of-- said interface, as have claims 29 and 35. These amendments are consistent with terminology suggested by the Examiner in Applicant's parent applications. Claim 41 is amended to recite isolating a subset --of individual callers--. Also, at lines 19-23 of that claim, the confusion relating to the

parent application (U.S. Serial No. 08/139,307), which were not entered by the Examiner. To facilitate introduction of those dependent claims, independent claims 50, 56, 97, 100, 111, 119, 125, 128, 141, 149, 151, and 159 generally similar in scope to claims 29, 33, 37, 53, 69, 70, 72, 77, 204, and 218, in the immediately preceding parent application, however, with variations, are introduced herein. Also, claims 40 and 41 are concurrently cancelled in the immediately preceding application and are transferred into this application, identified by claim numbers 159 and 174.

Claims 159 and 174 (claims 40 and 41) were rejected under 35 U.S.C. § 103 as unpatentable over Barger et al., when considered with or without the article by Turbat. The following distinctions are urged in that regard.

A "consumable key" is a code provided by a caller, which is examined by the system to determine whether <u>any</u> further access to the system is to be allowed, without it being a <u>function of time</u>. A "consumable key" is <u>not</u> automatically refreshed. Thus, in Applicant's system, a caller may enter information only one time, or some pre-determined finite number of times. If the number of predetermined allowed calls is exceeded (that is, the key number is consumed), the call is terminated.

Applicant submits that the urged interpretation of "consumable key" is apparent by consideration of the proper meaning of the word "consumable." It refers to a number entered by a caller that allows a finite number of calls as identified by

the "consumable key," after which the caller is denied access to the system. By definition, "consumable" means "to do away with completely." The word "consumable," by its definition, clearly precludes that it cannot be automatically refreshed as a function of time. A "consumable key" test is not a rate of use criteria.

Applicant submits that an interpretation by the Examiner that Barger's "key" is "consumable" within the set period is not proper. In Barger, an entirely different function is described. The Barger system does not limit calls in the manner of the Applicant's system; rather it simply changes processing procedures if a caller places some number of calls without a purchase as a function of time. If a caller enters the Barger system several times over a short period of time without a purchase, he may be transferred to a live operator. If, on the other hand, he enters the Barger system the same number of times over the same period of time, but makes purchases, he remains able to listen to recordings (Barger, col. 11, line 42). Furthermore, in Barger, the number of calls is automatically refreshed when the set period expires. Thus, Barger disclosure, while controlling access, does not utilize a "consumable key" function, as does the Applicant.

As for Barger teaching credit verification, Applicant submits that Barger does not teach credit verification in conjunction with qualification. Barger's teaching of credit verification is simply limited to credit card billing purposes.

The above discussed interpretation of "consumable key" again

distinguishes the Canadian patent to De Bruyn. Once again, the word "consumable," by its definition, clearly precludes that it cannot be automatically refreshed as a function of time (for example, fixed time periods of automatic refreshment, i.e., once/day, once/week etc.). Both De Bruyn and Barger are distinct in that regard.

S U M M A R Y

Favorable consideration and allowance of claims 29-35 and 37-174 is respectfully requested.

Respectfully submitted,

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